

Fig. 1
1000

Anticipating
Requests for
Electronic Information

Step 1010

Accessing
Electronic Information

Step 1020

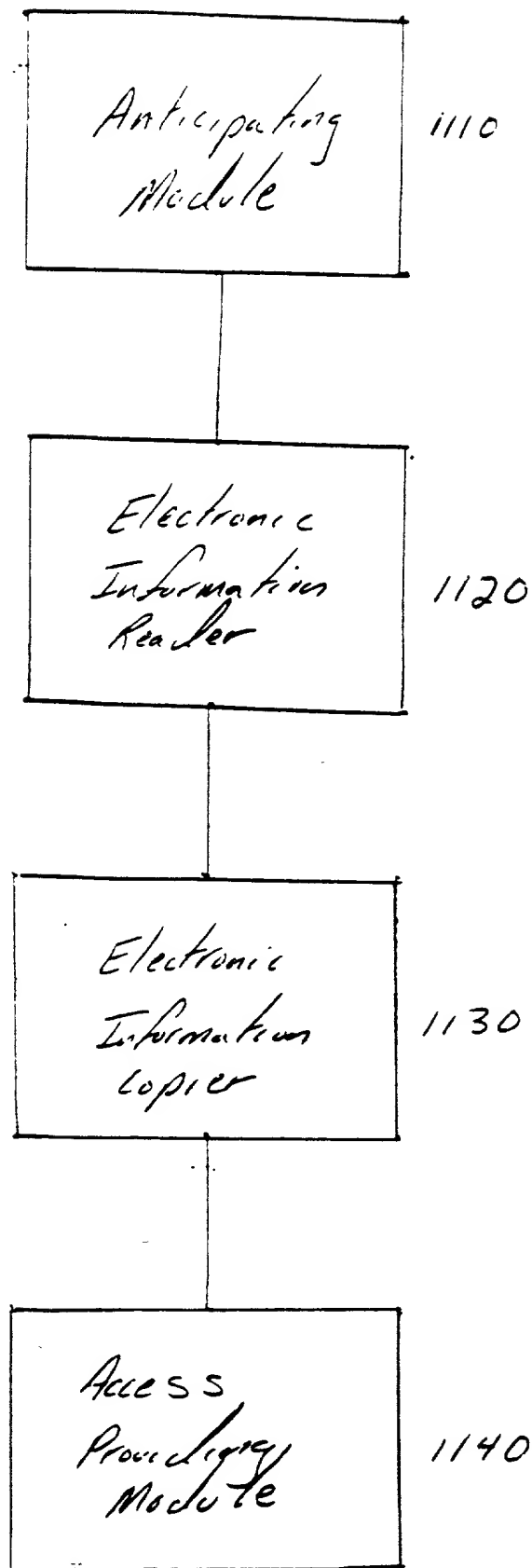
Duplicating
Electronic
Information

Step 1030

Providing Access
to
Electronic Information

Step 1040

Fig. 2a



£ 1100

Fig 26

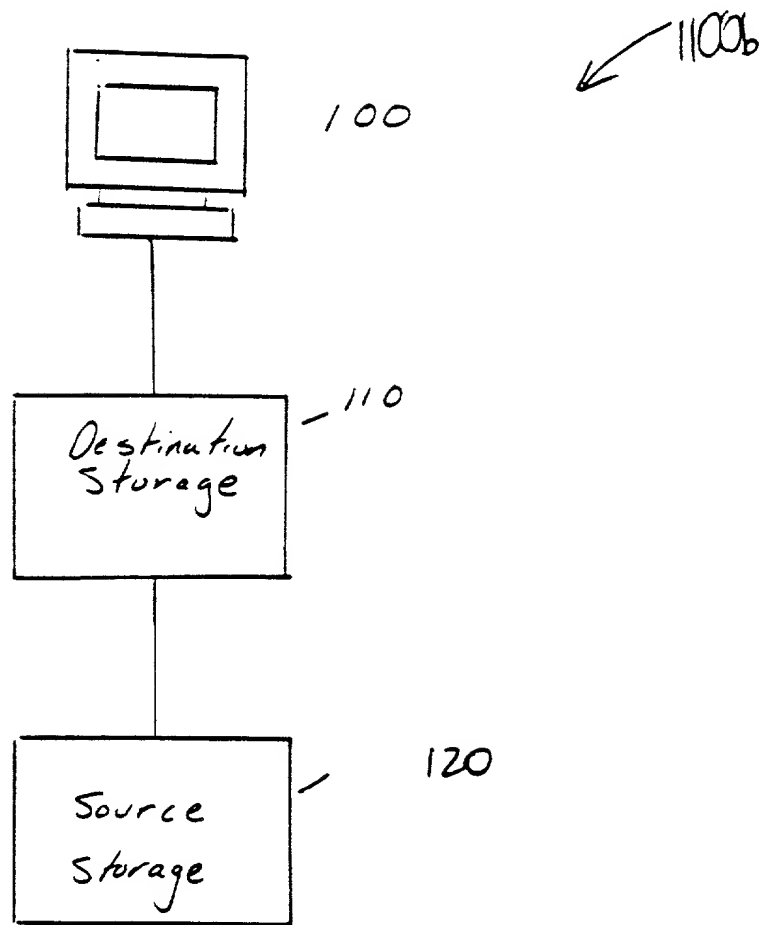


Fig 2c

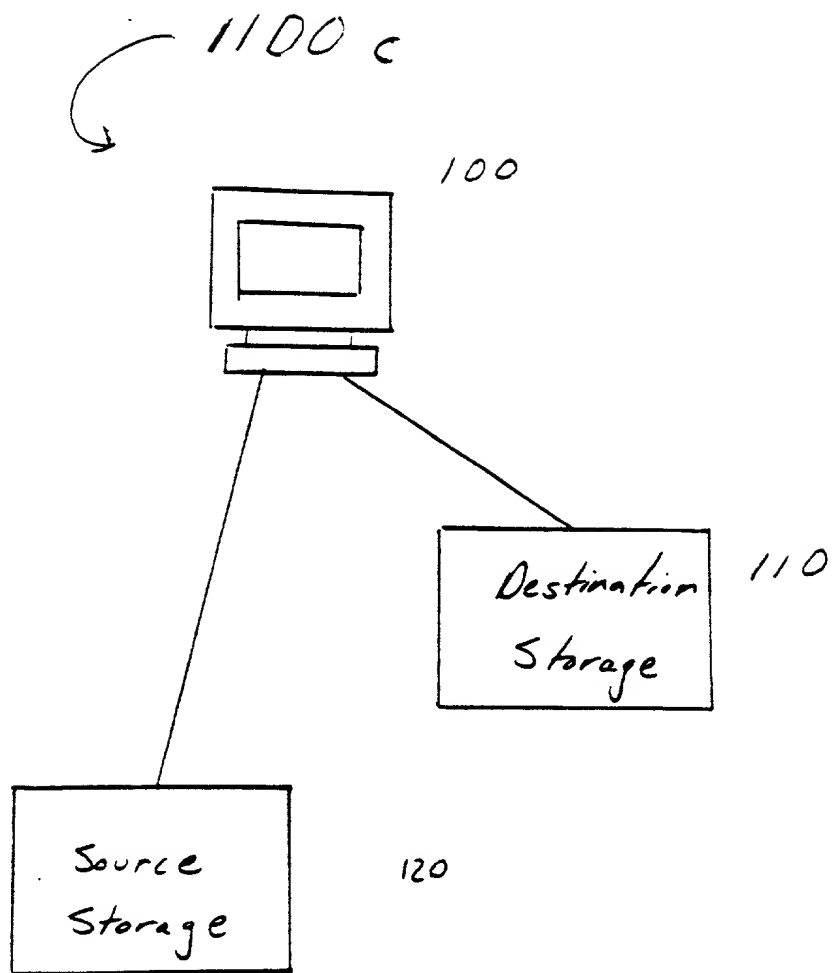


Fig. 2d

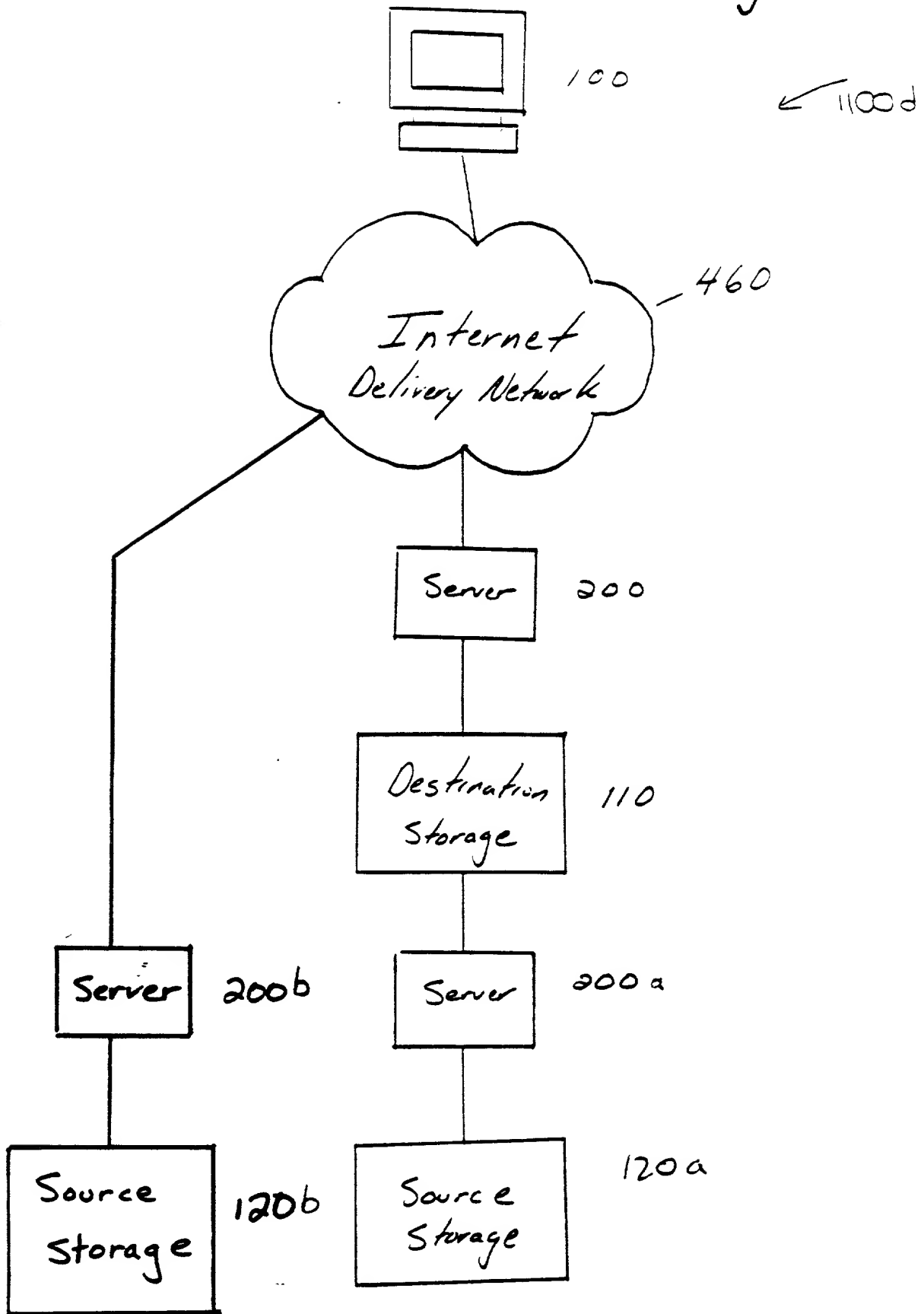
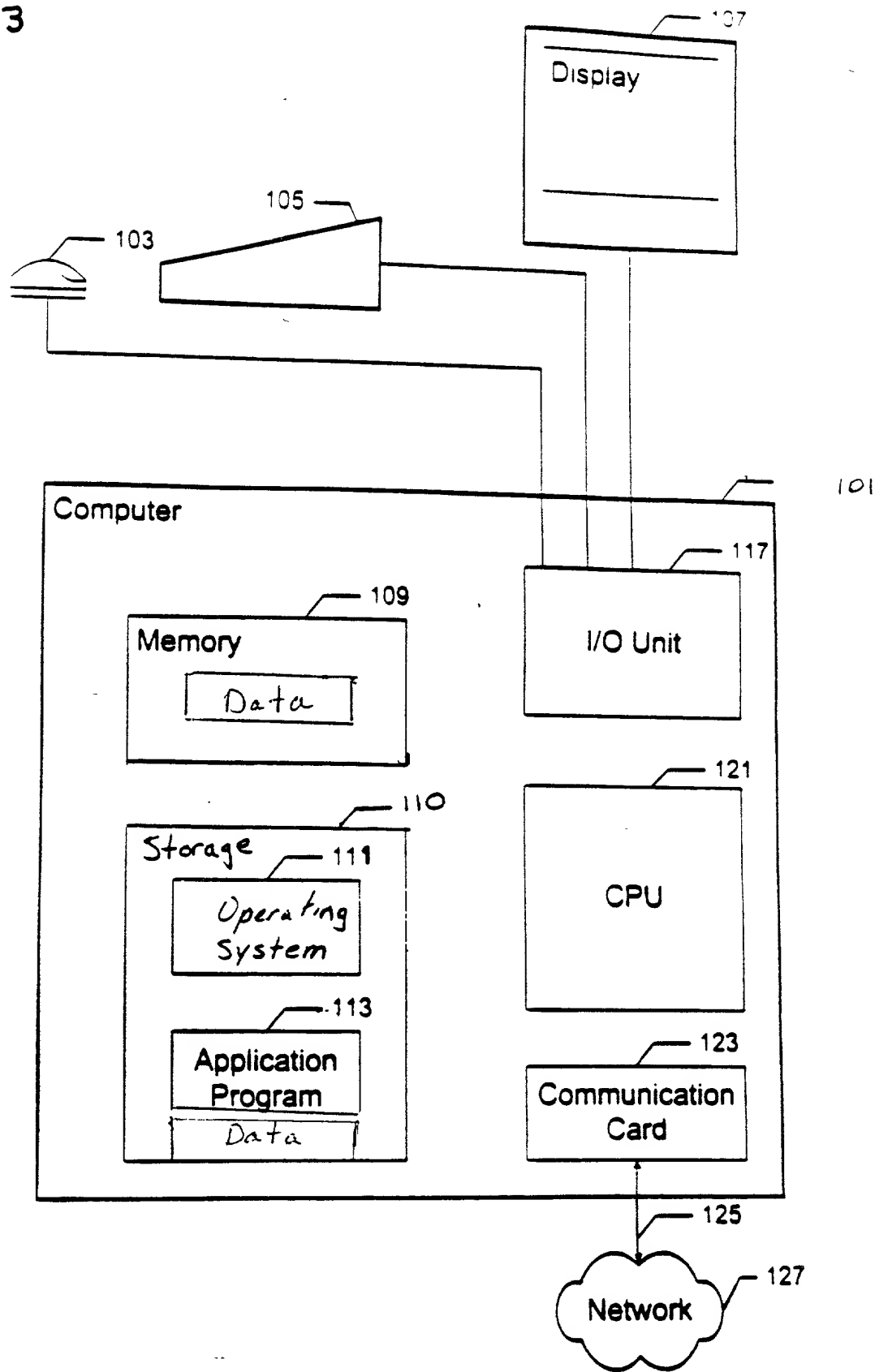


Fig. 3



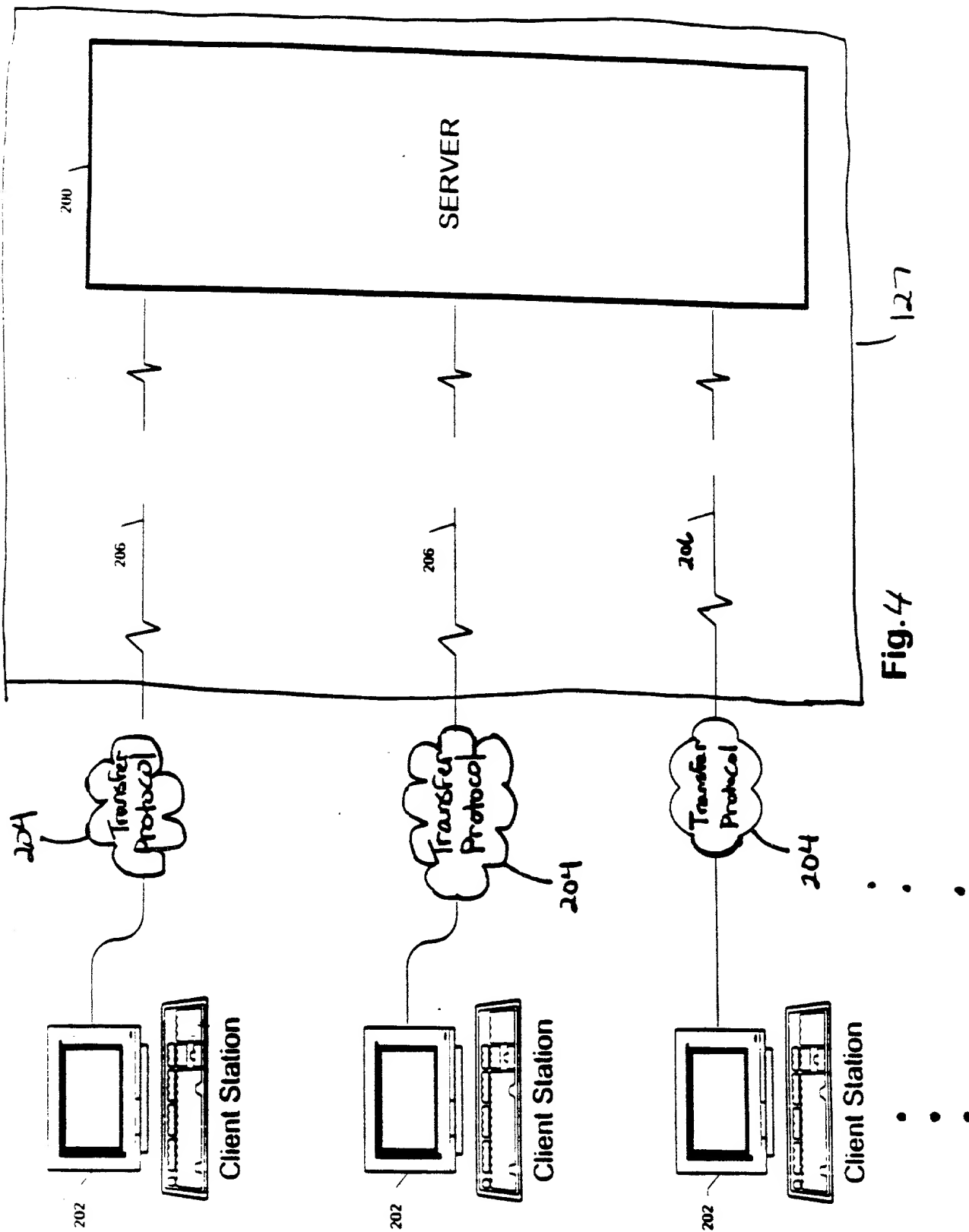


Fig. 4

400

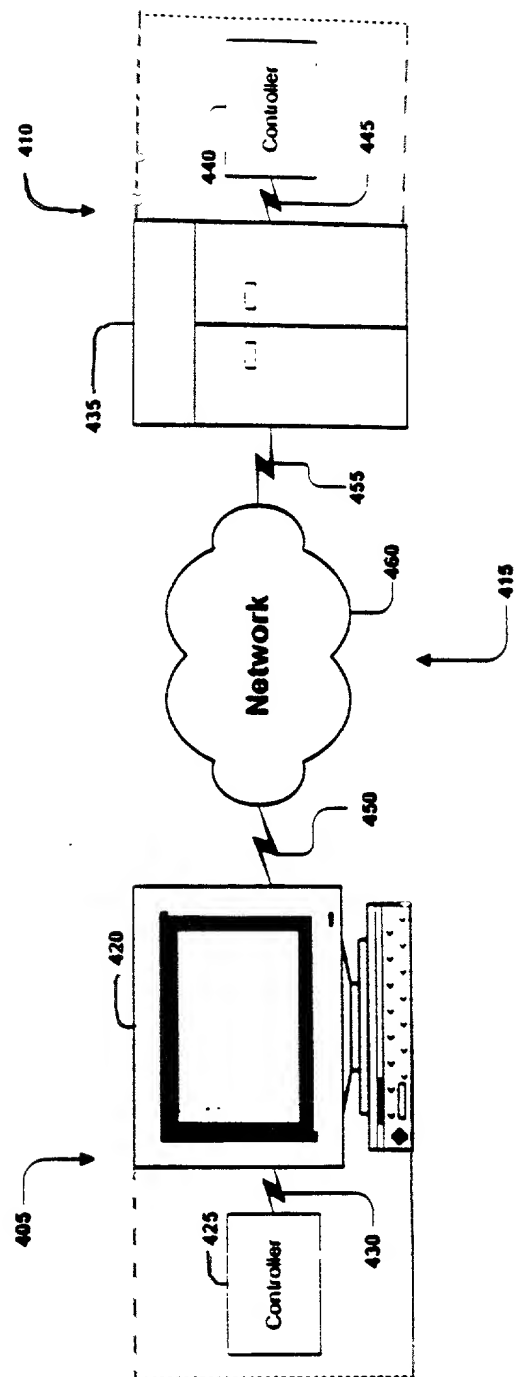


Fig. 5

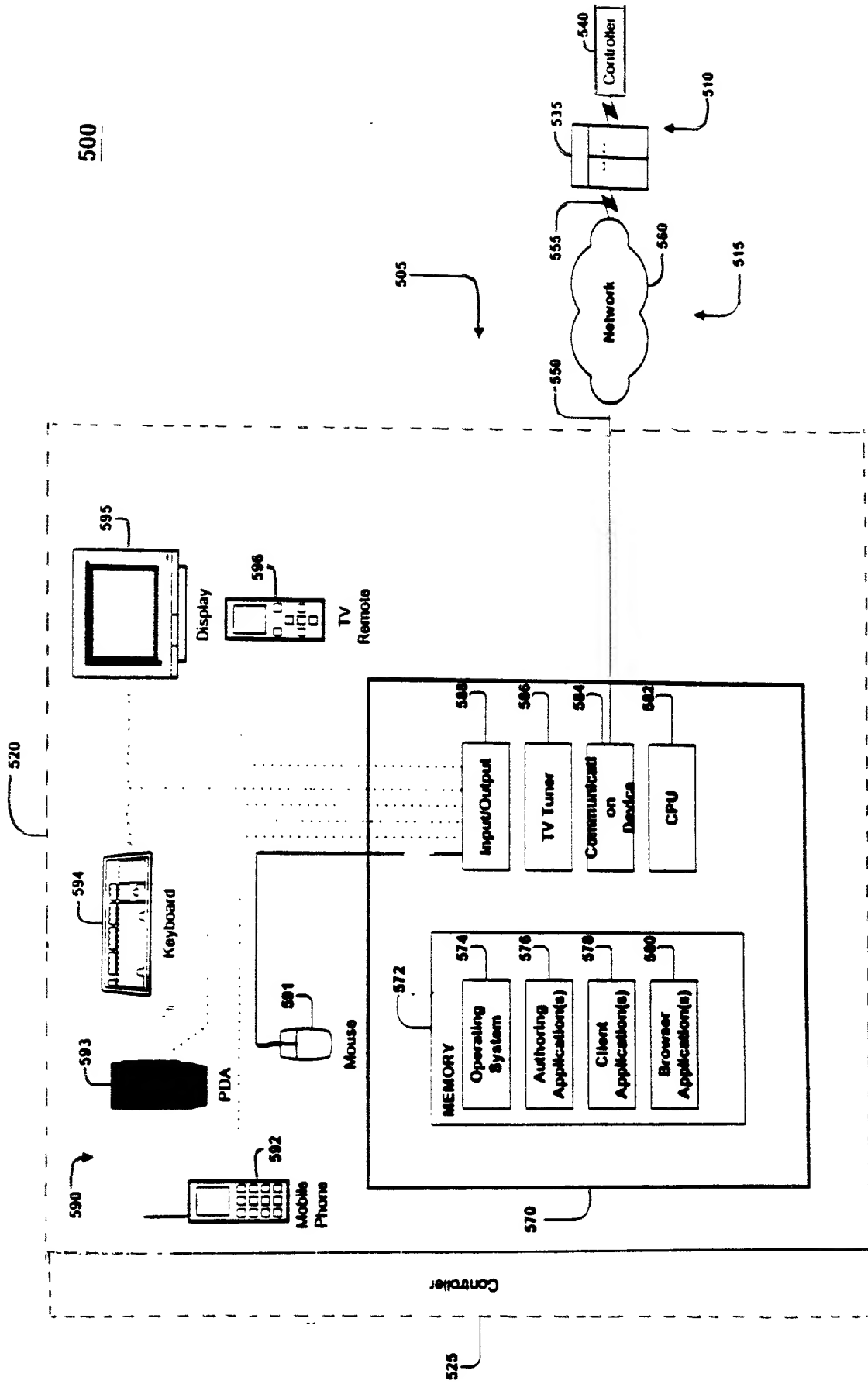


Fig. 6

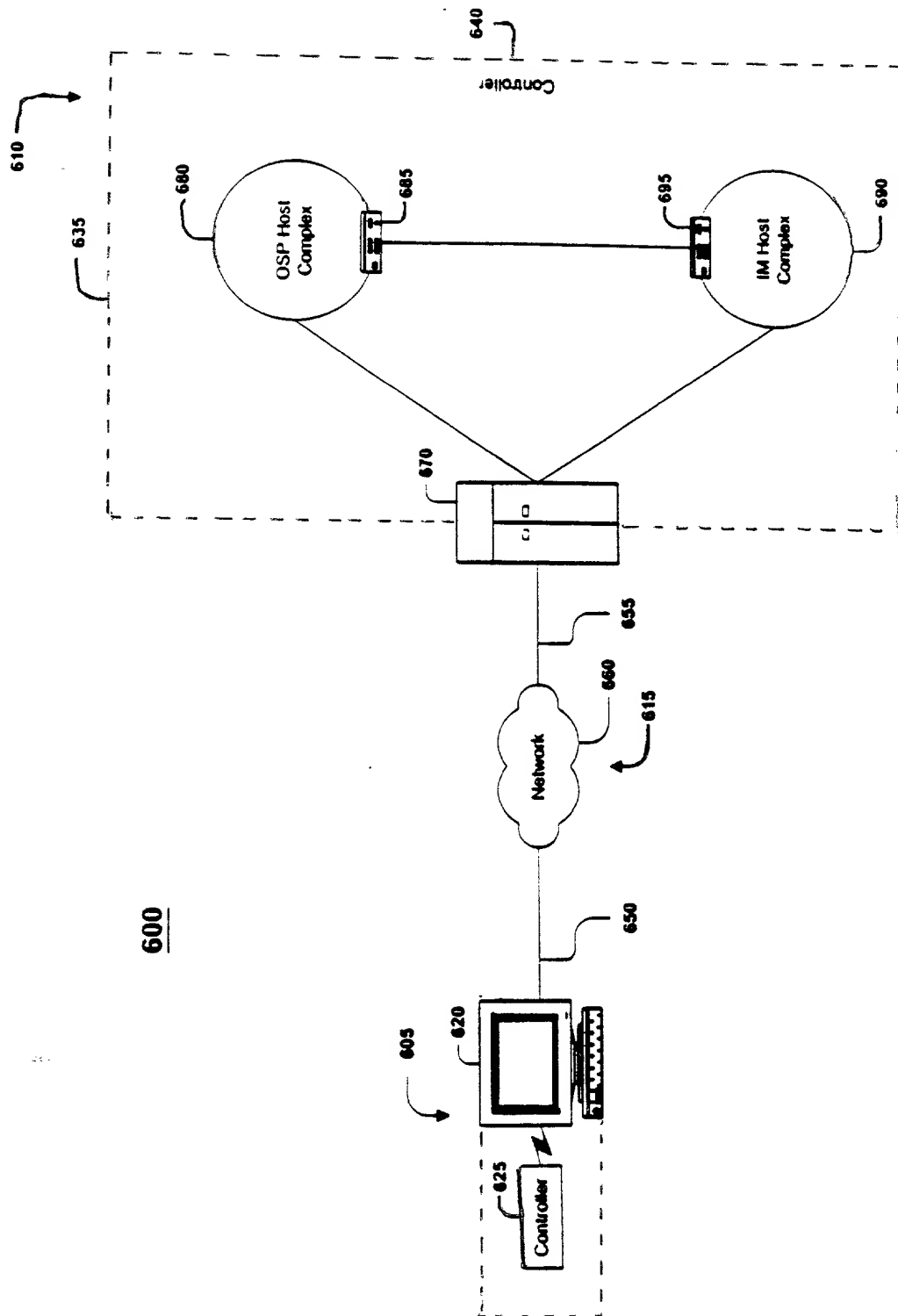
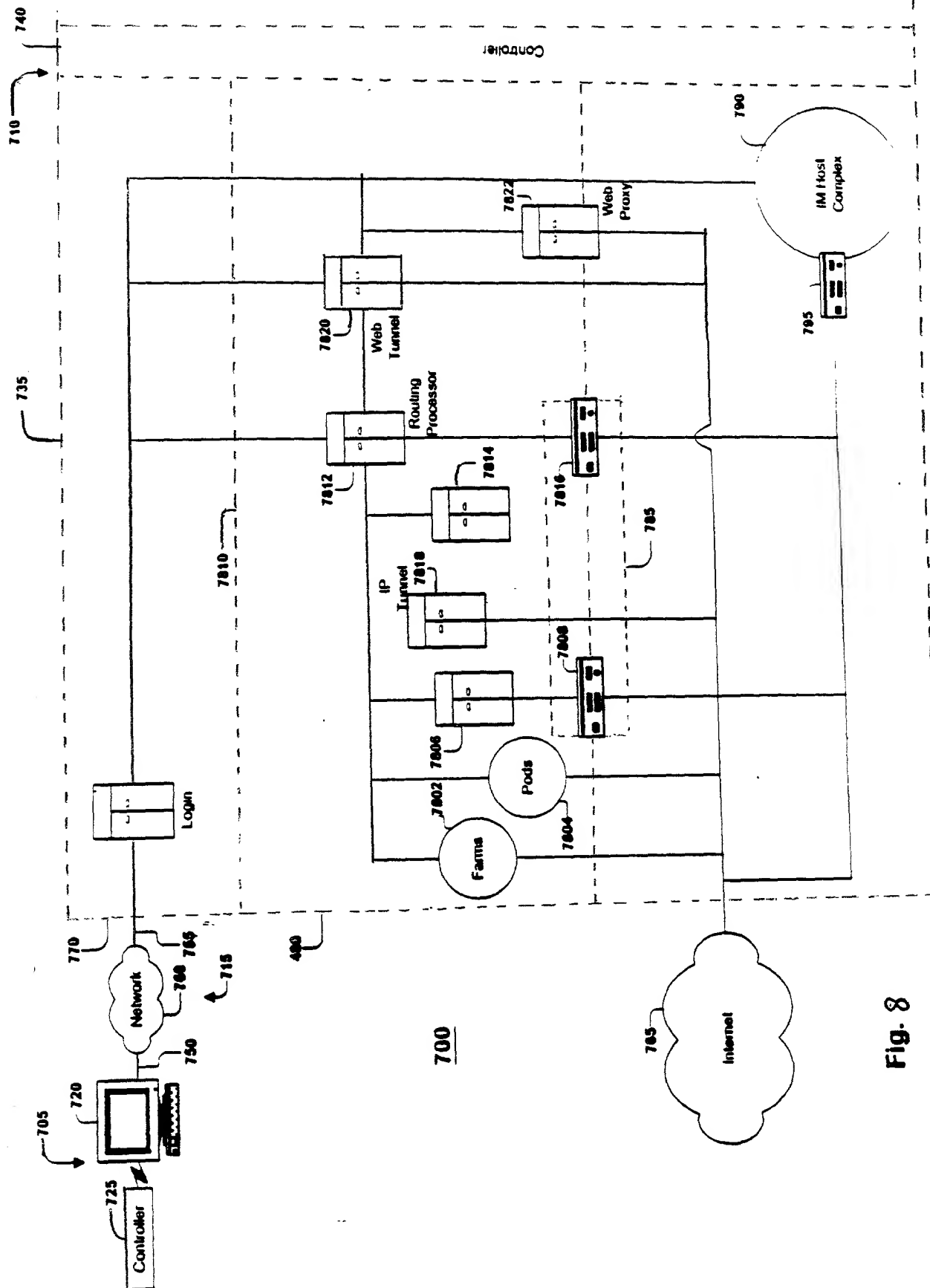
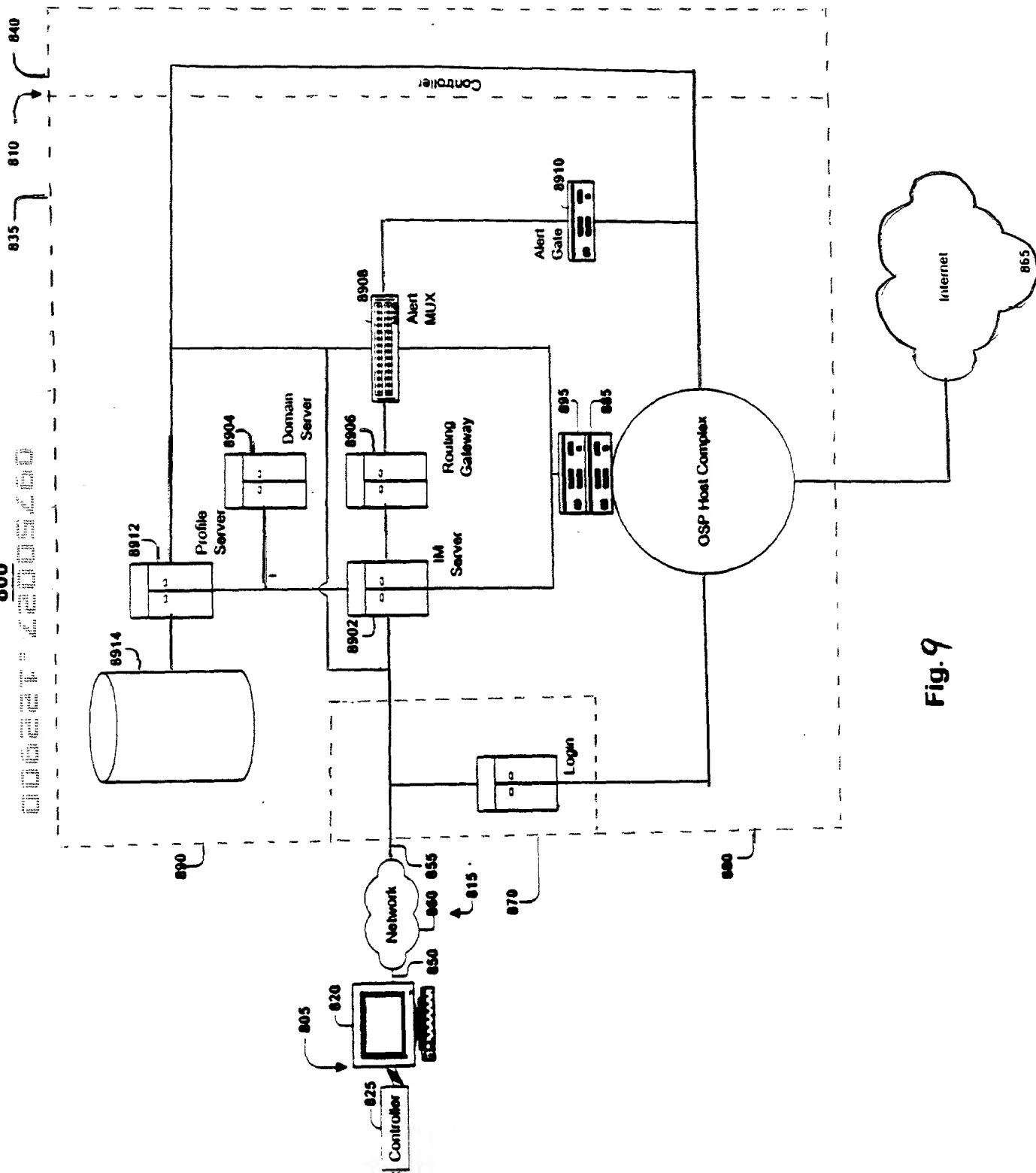


Fig. 7





935

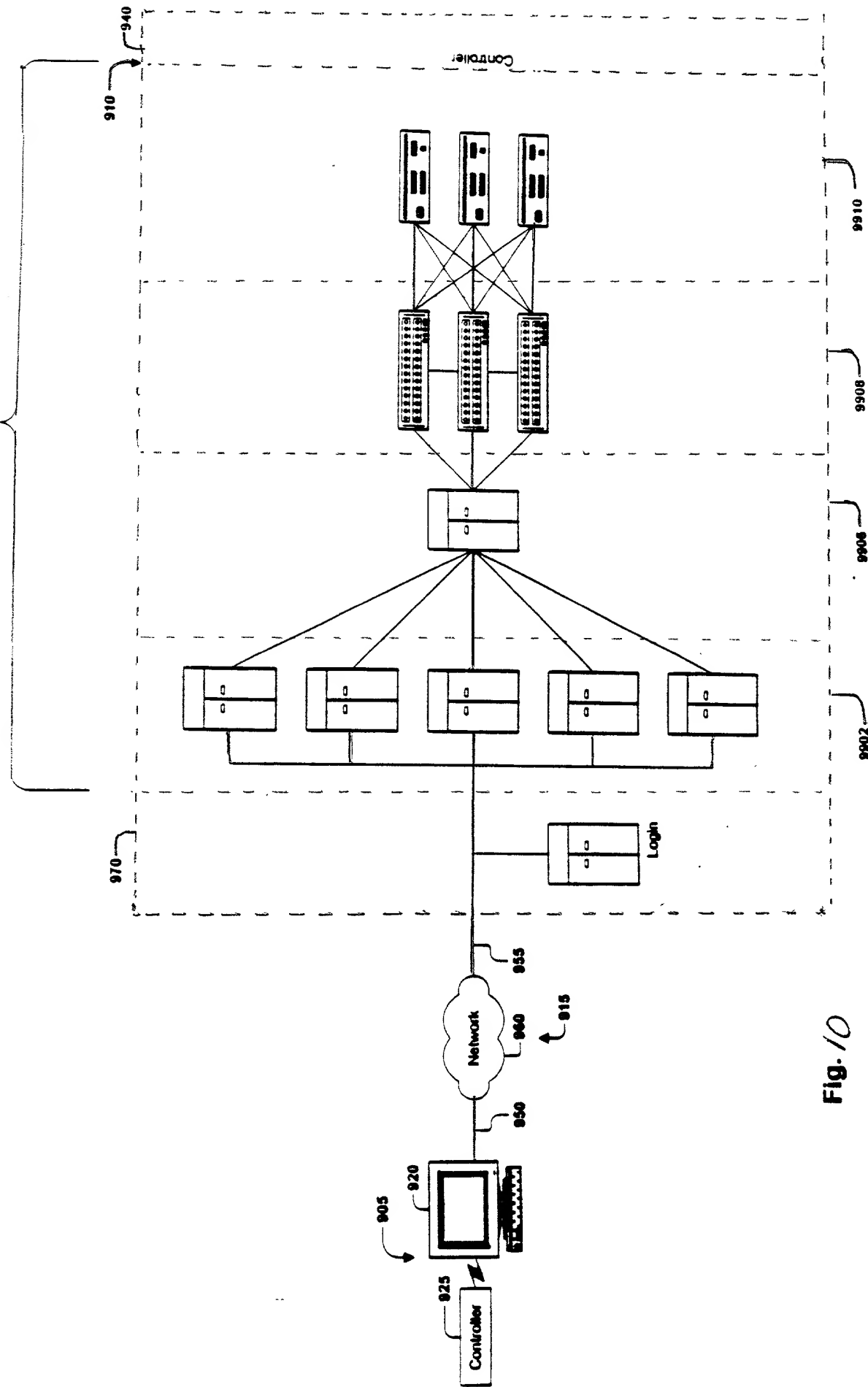


Fig. 10